

Enterprise Incident Report September 2012

As of 10/1/2012

Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Commerce	Application Services	Martin Gonzalez	1	1
			1	1
		Assigned to Individual Total	1 1	1 1
	Application Support	Derral Sorensen	2	2
			0	0
		Karen Duncan	1	1
			0	0
		Mya Taaffe	2 0	2 0
		Assigned to Individual Total	5 0	5 0
	Capitol Hosting	Mycah Mattox	1	1
			0	0
		Assigned to Individual Total	1 0	1 0
	Help Desk	James Stearns	1	1
			1	1
		Julie VanBeekum	11	11
			11	11
		Assigned to Individual Total	12 12	12 12

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Commerce

			Low	FCR Total
Commerce	Internal Application Development and Support	Beth Hendricks	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	Rodney Austin	33 20	33 20
		Assigned to Individual Total	33 20	33 20
	Metro A Help Desk	Ed Conrad	5 4	5 4
		Edward Fortner	9 9	9 9
		Liz Evans	1 1	1 1
		Assigned to Individual Total	15 14	15 14
	Metro A Hosting	Tom Carney	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Michael Ostrander	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Scott Jesienouski	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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Commerce

			Low	FCR Total
Commerce	Strategic Communications	Luis Larios	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Voice Operations	Gail Christiansen	1 0	1 0
		James Gifford	1 0	1 0
		Julie Sabato	1 0	1 0
		Romanza Hamblin Sorensen	1 1	1 1
		Assigned to Individual Total	4 1	4 1
	Voice/Data/WAN Services	Greg Blessing	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		79 49	79 49
Customer Company Total			79 49	79 49

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Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Commerce	Application Services	Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Support	Derral Sorensen	2 1	2 1
		Karen Duncan	1 0	1 0
		Mya Taaffe	2 0	2 0
		Assigned to Individual Total	5 1	5 1
	Capitol Hosting	Mycah Mattox	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	James Stearns	1 0	1 0
		Julie VanBeekum	11 0	11 0
		Assigned to Individual Total	12 0	12 0

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Commerce

			Low	MIR Total
Commerce	Internal Application Development and Support	Beth Hendricks	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	Rodney Austin	33 0	33 0
		Assigned to Individual Total	33 0	33 0
	Metro A Help Desk	Ed Conrad	5 0	5 0
		Edward Fortner	9 0	9 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	15 0	15 0
	Metro A Hosting	Tom Carney	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Michael Ostrander	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Scott Jesienouski	1 1	1 1
		Assigned to Individual Total	1 1	1 1

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Commerce

			Low	MIR Total
Commerce	Strategic Communications	Luis Larios	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Gail Christiansen	1 0	1 0
		James Gifford	1 0	1 0
		Julie Sabato	1 0	1 0
		Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Voice/Data/WAN Services	Greg Blessing	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Assigned Group Total		79 3	79 3
Customer Company Total			79 3	79 3

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Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Commerce	Application Services	Martin Gonzalez	1 0.71	1 0.71
		Assigned to Individual Total	1 0.71	1 0.71
	Application Support	Derral Sorensen	2 4.65	2 4.65
		Karen Duncan	1 0.54	1 0.54
		Mya Taaffe	2 0.17	2 0.17
		Assigned to Individual Total	5 2.03	5 2.03
	Capitol Hosting	Mycah Mattox	1 0.62	1 0.62
		Assigned to Individual Total	1 0.62	1 0.62
	Help Desk	James Stearns	1 0.00	1 0.00
		Julie VanBeekum	11 0.00	11 0.00
		Assigned to Individual Total	12 0.00	12 0.00

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Commerce

			Low	ATTIR Total
Commerce	Internal Application Development and Support	Beth Hendricks	1 0.11	1 0.11
		Assigned to Individual Total	1 0.11	1 0.11
	Metro A Desktop Support	Rodney Austin	33 0.09	33 0.09
		Assigned to Individual Total	33 0.09	33 0.09
	Metro A Help Desk	Ed Conrad	5 0.00	5 0.00
		Edward Fortner	9 0.01	9 0.01
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	15 0.01	15 0.01
	Metro A Hosting	Tom Carney	2 0.12	2 0.12
		Assigned to Individual Total	2 0.12	2 0.12
	Network Operations	Michael Ostrander	1 0.39	1 0.39
		Assigned to Individual Total	1 0.39	1 0.39
	Rural South Desktop Support	Scott Jesienouski	1 1.10	1 1.10
		Assigned to Individual Total	1 1.10	1 1.10

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Commerce

			Low	ATTIR Total
Commerce	Strategic Communications	Luis Larios	1 0.36	1 0.36
		Assigned to Individual Total	1 0.36	1 0.36
	Technical Lead/Project Manager	Martin Gonzalez	1 0.08	1 0.08
		Assigned to Individual Total	1 0.08	1 0.08
	Voice Operations	Gail Christiansen	1 0.09	1 0.09
		James Gifford	1 0.55	1 0.55
		Julie Sabato	1 0.71	1 0.71
		Romanza Hamblin Sorensen	1 0.54	1 0.54
		Assigned to Individual Total	4 0.47	4 0.47
	Voice/Data/WAN Services	Greg Blessing	1 1.09	1 1.09
		Assigned to Individual Total	1 1.09	1 1.09
Assigned Group Total		79 0.25	79 0.25	
Customer Company Total			79 0.25	79 0.25

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Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Commerce	Application Services	Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Support	Derral Sorensen	2 2	2 2
		Karen Duncan	1 0	1 0
		Mya Taaffe	2 0	2 0
		Assigned to Individual Total	5 2	5 2
	Capitol Hosting	Mycah Mattox	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	James Stearns	1 0	1 0
		Julie VanBeekum	11 0	11 0
		Assigned to Individual Total	12 0	12 0

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Commerce

			Low	MR Total
Commerce	Internal Application Development and Support	Beth Hendricks	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	Rodney Austin	33 0	33 0
		Assigned to Individual Total	33 0	33 0
	Metro A Help Desk	Ed Conrad	5 0	5 0
		Edward Fortner	9 0	9 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	15 0	15 0
	Metro A Hosting	Tom Carney	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Michael Ostrander	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Scott Jesienouski	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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Commerce

			Low	MR Total
Commerce	Strategic Communications	Luis Larios	10	10
		Assigned to Individual Total	10	10
	Technical Lead/Project Manager	Martin Gonzalez	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Gail Christiansen	10	10
		James Gifford	10	10
		Julie Sabato	10	10
		Romanza Hamblin Sorensen	10	10
		Assigned to Individual Total	40	40
	Voice/Data/WAN Services	Greg Blessing	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		792	792
Customer Company Total			792	792

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Commerce	Application Services	Martin Gonzalez	1 0.85	1 0.85
		Assigned to Individual Total	1 0.85	1 0.85
	Application Support	Derral Sorensen	2 9.09	2 9.09
		Karen Duncan	1 0.70	1 0.70
		Mya Taaffe	2 0.41	2 0.41
		Assigned to Individual Total	5 3.94	5 3.94
	Capitol Hosting	Mycah Mattox	1 0.62	1 0.62
		Assigned to Individual Total	1 0.62	1 0.62
	Help Desk	James Stearns	1 0.00	1 0.00
		Julie VanBeekum	11 0.00	11 0.00
		Assigned to Individual Total	12 0.00	12 0.00

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Commerce

			Low	ATTR Total
Commerce	Internal Application Development and Support	Beth Hendricks	1 0.26	1 0.26
		Assigned to Individual Total	1 0.26	1 0.26
	Metro A Desktop Support	Rodney Austin	33 0.40	33 0.40
		Assigned to Individual Total	33 0.40	33 0.40
	Metro A Help Desk	Ed Conrad	5 0.08	5 0.08
		Edward Fortner	9 0.05	9 0.05
		Liz Evans	1 0.14	1 0.14
		Assigned to Individual Total	15 0.07	15 0.07
	Metro A Hosting	Tom Carney	2 3.10	2 3.10
		Assigned to Individual Total	2 3.10	2 3.10
	Network Operations	Michael Ostrander	1 1.37	1 1.37
		Assigned to Individual Total	1 1.37	1 1.37
	Rural South Desktop Support	Scott Jesienouski	1 1.10	1 1.10
		Assigned to Individual Total	1 1.10	1 1.10

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			Low	ATTR Total
Commerce	Strategic Communications	Luis Larios	1 2.04	1 2.04
		Assigned to Individual Total	1 2.04	1 2.04
	Technical Lead/Project Manager	Martin Gonzalez	1 4.56	1 4.56
		Assigned to Individual Total	1 4.56	1 4.56
	Voice Operations	Gail Christiansen	1 0.09	1 0.09
		James Gifford	1 0.63	1 0.63
		Julie Sabato	1 1.26	1 1.26
		Romanza Hamblin Sorensen	1 1.19	1 1.19
		Assigned to Individual Total	4 0.79	4 0.79
	Voice/Data/WAN Services	Greg Blessing	1 1.63	1 1.63
		Assigned to Individual Total	1 1.63	1 1.63
	Assigned Group Total		79 0.70	79 0.70
Customer Company Total			79 0.70	79 0.70

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Detail

INC000000572442	Michael Persson Metro A Desktop Support	PC/Laptop Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.69
INC000000572591	Mary Ester Allers Help Desk	Network Julie VanBeekum	Performance Commerce	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000572626	Maria Bishop Rural South Desktop Support	Network Scott Jesienouski	Performance Commerce	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.10 1.10
INC000000572638	Toni Heldman Help Desk	Network Julie VanBeekum	Performance Commerce	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000572704	Linda Mitchell Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	Incident Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000572778	Karen McMullin Metro A Desktop Support	PC/Laptop Rodney Austin	Performance Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000572838	Marvin Sims Internal Application Development at	Application Beth Hendricks	Reporting Commerce	Action Request System Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.26
INC000000572855	Jennifer Avila Johnson Metro A Desktop Support	Application Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000573437	Craig Livingston Metro A Desktop Support	Application Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.61
INC000000573447	Karen McCall Metro A Help Desk	None Edward Fortner	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573767	Manuela Corleto Voice Operations	None Julie Sabato	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.71 1.26
INC000000573769	Manuela Corleto Application Support	Application Derral Sorensen	Password Commerce	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	9.23 9.23
INC000000573775	Michael Persson Application Support	None Derral Sorensen	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.07 8.95
INC000000573777	Brandon Henrie Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000573848	Michael Persson Technical Lead/Project Manager	Application Martin Gonzalez	Error Commerce	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.08 4.56
INC000000573867	Maria Bishop Network Operations	Network Michael Ostrander	Performance Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.39 1.37

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INC000000573971	Kim Quach	None	None	None		TIR Missed: No	0.20
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.20
INC000000574086	Tanja Salazar	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.17
INC000000574377	Debra Troxel	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Commerce	Low	Closed	TTR Missed: No	5.83
INC000000574740	Leah Lindstrom	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.15
INC000000575362	Susan Higgs	Telecom	Call/Receive	Telephone		TIR Missed: Yes	1.09
	Voice/Data/WAN Services	Greg Blessing	Commerce	Low	Closed	TTR Missed: No	1.63
INC000000575387	Tanja Salazar	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.40
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.40
INC000000575695	Manuela Corleto	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000575765	Dave Mecham	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000575794	Bowen Call	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.89
INC000000575797	Jennie Jonsson	Network	Performance	Novell eDirectory		TIR Missed: No	0.28
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.48
INC000000575802	Louise McMillian	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000576012	Joyce McStotts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000576763	John Schijf	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000576954	Karen Schulte	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.70
INC000000576955	Jana Starks	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000576989	Bowen Call	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.07
INC000000577039	Brenda Salter	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.16

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INC000000577040	William Duncan	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.16
INC000000577042	William Powell	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.16
INC000000577045	Jana Starks	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000577055	Carolyn Dennis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.30
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.53
INC000000577733	Lauree Larson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.95
INC000000577823	Lauree Larson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000577848	Carol Inglesby	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.16
INC000000577909	Cyndy Nelson	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.14
INC000000578479	Julie Price	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000578510	Connie Hendricks	Application	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.07
INC000000579043	Tatiana McWhorter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000579149	Debra Troxel	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.30
INC000000579153	Jennifer Avila Johnson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000579257	Jana Starks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.12
INC000000579644	Sheila Thomas	Network	Performance	Novell eDirectory		TIR Missed: No	0.24
	Metro A Hosting	Tom Carney	Commerce	Low	Resolved	TTR Missed: No	0.36
INC000000579916	Carolyn Dennis	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.01
INC000000580714	Dave Hermansen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00

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INC000000580998	Michele Beck Metro A Desktop Support	Network Rodney Austin	Performance Commerce	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.58
INC000000581056	Cyndy Nelson Voice Operations	Telecom James Gifford	Call/Receive Commerce	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.55 0.63
INC000000581245	Louise McMillian Metro A Help Desk	None Edward Fortner	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.16
INC000000581267	Janeen Steer Application Support	Application Karen Duncan	Password Commerce	License Enforcement System Low	Resolved	TIR Missed: No TTR Missed: No	0.54 0.70
INC000000581387	Jody Colvin Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Commerce	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.54 1.19
INC000000581495	Debra Hobbins Metro A Help Desk	Network Edward Fortner	Error Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	0.12 0.19
INC000000581513	Kaylene Hyatt Metro A Help Desk	None Edward Fortner	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000581591	Jared Memmott Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	0.35 0.35
INC000000581740	Marvin Sims Capitol Hosting	Application Myciah Mattox	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	0.62 0.62
INC000000581952	David B Taylor Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000582386	Danny Martinez Voice Operations	Telecom Gail Christiansen	None Commerce	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.09 0.09
INC000000582420	Valarie Stewart Help Desk	Network Julie VanBeekum	Password Commerce	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000582690	Jennie Jonsson Metro A Help Desk	Network Edward Fortner	Password Commerce	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000582710	Jennie Jonsson Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000582712	Mary Price Application Support	Print/Copy/Scan/Fax Mya Taaffe	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	0.08 0.56
INC000000582941	Katherine Graham Metro A Desktop Support	Application Rodney Austin	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	0.04 0.33
INC000000583106	Erika Tedder Metro A Help Desk	Application Liz Evans	None Commerce	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.14

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Commerce

INC000000583316	Jennifer Chesley	None	None	None		TIR Missed: No	0.26
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	0.26
INC000000583847	Janeen Steer	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000584129	Jennie Jonsson	PC/Laptop	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.25
INC000000584548	Rebekah Conner	EIS Hardware	None	None		TIR Missed: No	0.36
	Strategic Communications	Luis Larios	Commerce	Low	Resolved	TTR Missed: No	2.04
INC000000584584	Matt Croft	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.06
INC000000584594	Tom Harper	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.54
INC000000584600	Maria Bishop	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000584773	Connie Hendricks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000584819	Jennifer Bolton	Application	None	Novell GroupWise		TIR Missed: No	0.71
	Application Services	Martin Gonzalez	Commerce	Low	Resolved	TTR Missed: No	0.85
INC000000585517	Jody Colvin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.34
INC000000585518	Kathy Archuleta	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.31
INC000000585520	Masuda Medcalf	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.24

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Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Community and Culture	Application Services	Martin Gonzalez	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Application Support	Yong No	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0